



Department of Managed Health Care

JOB OPPORTUNITY

Arnold Schwarzenegger, Governor

Sunne Wright McPeak, Agency Secretary

Release Date: 09/20/06

CLASSIFICATION: Management Services Technician
2 Positions – Permanent, Full Time

FINAL FILE DATE: Until Filled

SALARY: \$2413 -\$3313 per month

LOCATION: HMO Help Center
7667 Folsom Boulevard, Ste. 102 (Effective October 2, the office will be moving to a new location)
Sacramento, CA 95826
FREE PARKING

DUTIES AND RESPONSIBILITIES: Under the supervision of the Consumer Services Supervisor, Initial Review Branch, the incumbent independently performs the less technical, semiprofessional tasks, which require an in-depth knowledge of the department's jurisdiction over complaints relating to managed health care matters that are filed with the Department's HMO Help Center. The incumbent will be responsible for prioritizing cases categorically, i.e., urgent, standard, etc., for quick resolutions; reviewing the request for health plan information for Independent Medical Review (IMR) acceptance; referring non-jurisdiction issues to the appropriate State agency; analyzing, composing, preparing and modifying correspondence; providing consumers with information regarding the Department's complaint process; closing case files which includes preparing summaries and determining final resolutions; preparing faxes to request information from health plans for standard and IMR complaints; inputting data and maintaining an internal tracking systems; acting as lead to others; and assisting with research.

DESIRABLE QUALIFICATIONS:

- Knowledge of health care service programs and trends
- Ability to use good judgment in following established program procedures
- Ability to communicate well both orally and in writing, and possess good interpersonal skills
- Excellent attendance and dependability
- Ability to work independently and take independent action when needed
- Ability to adjust to shifting priorities and meet stated deadlines
- Knowledge and skill with PCs, i.e., Microsoft Word, Excel, Clarify, etc.
- Ability to work in a team environment

WHO MAY APPLY:

State employees who are currently in the above classification, have list eligibility for appointment, or have transfer eligibility are encouraged to apply. Appointment is subject to SROA. **ONLY THOSE BEST QUALIFIED WILL BE INTERVIEWED.** For further information regarding the position, please contact Kaye Mercado at (916) 229-0458 or **SEND A COMPLETED APPLICATION/RESUME TO THE PERSON AND ADDRESS PROVIDED BELOW** (please include your social security number for eligibility verification and indicate RPA# 06-116)

All applicants not currently employed by the DMHC will be subject to a pre-employment background investigation. The investigation will consist of fingerprinting and an inquiry to the California Department of Justice to disclose criminal records.

SUBMIT APPLICATION AND/OR RESUME TO:

Department of Managed Health Care
Attention: Kaye Mercado
980 Ninth Street, Suite 500
Sacramento, CA 95814

California Relay Service: Voice Line: 1-800-735-2922
TDD User: 1-800-735-2929

RPA# 06-116 & 118

AN EQUAL OPPORTUNITY EMPLOYER – EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, AGE, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, OR SEXUAL ORIENTATION.